



**higherL**

*Welcome to the next level of learning*

**JOB TITLE:** Client Service Representative / Course Developer

**SUMMARY:**

Under the guidance of the Director, this position involves assisting customers with any product/service quality issues and product training needs they may have. Additional responsibilities include, but not limited to, developing instructional material for online courses per client's specifications.

**DUTIES/RESPONSIBILITIES:**

1. Work with production team to solve customer/product issues as necessary.
2. Ability to maintain up-to-date knowledge and skills on all evolving Learning Management System (LMS) features and procedures
3. Train clients on a as needed basis on product features.
4. Works with clients in preparing their courses for online delivery as needed
5. Resolves student and faculty issues and concerns with the LMS
6. Researches and tests LMS features and procedures to ensure it works as expected and documentation is accurate.
7. Identifies, documents, researches and suggests solutions for LMS course delivery issues
8. Develops and maintains productive collegial relationships with clients and instructors
9. Performs other duties as assigned

**REQUIRED SKILLS AND ABILITIES:**

- Proficiency in:
  - Microsoft Office including Word, Excel, and PowerPoint.
  - Knowledge of HTML and Dreamweaver - a plus
- Ability to handle multiple tasks, meets deadlines, and adjust to changing priorities.
- Must be a self-starter and detail oriented.
- Ability to take initiative and take ownership of assigned projects.
- Excellent organizational, problem-solving, and multi-tasking skills
- Excellent communication skills (verbal and written)
- Ability to work in a multi-ethnic/multi-cultural environment
- Ability to work a flexible schedule which may include morning, evening and/or weekend assignments

**EDUCATION and/or EXPERIENCE:**

- High School Degree

**COMMUNICATION/LANGUAGE SKILLS:**

Ability to read, write, and speak in English; Spanish helpful. Ability to read and interpret documents such as operating and maintenance instructions.